**Chada Tech – Scrum Master - Nathan Anglin**

**Sprint Review and Retrospective**

**Demonstrate how the various roles on your Scrum-agile Team specifically contributed to the success of the SNHU Travel project.**

During the SNHU Travel project each role within our SCRUM team played a role in making this project a success. The Product Owner conducted a focus group with its end users and took notes on what they wanted to see in a vacation booking website. The Developers used these notes to create user stories and set requirements for the travel java program. The users wanted their results to be based on their favorite type of vacation, vacations that are similar to their previous vacations, and vacations in their price range. The tester then used these user stories to create test cases to make sure these requirements were correctly implemented. Finally, the SCRUM Master oversaw meetings, making sure any concerns in the team were addressed, and facilitated the communication between team members and made sure that team members that needed help were paired with knowledgeable team members in group coding sessions.

**Describe how a Scrum-agile approach to the SDLC helped each of the user stories come to completion.**

When using an Agile approach to development, turning user stories into a working product was easier. I was able to see which user stories had a higher weight, meaning they were a priority. The priority was a working list of 5 travel locations. This formed the basis for building the page of vacations. Reading what the customer needed to see in these user stories gave depth to each goal and let me understand what the requirement was there for. Other user stories all had this same layout, meaning I could quickly understand not only how important a requirement was, but why and how it should work stated in simple terms.

**Describe how a Scrum-agile approach supported project completion when the project was interrupted and changed direction.**

Well into the development of the SNHU Travel program, the Product Owner informed us that the project was making a large change. The travel program was shifted to ‘detox and wellness’ vacations, which changed several of the requirements we previously worked on. The SCRUM agile approach helped the team pivot and make the changes with less lost time. Because the team was creating on a iterative basis, each part of the project was just completed enough to function, and not fully fleshed out. Because of this the time lost changing to the new requirements was minimal. If we had been using a waterfall development approach, we almost definitely would have lost more time when changing such a major part of the project.

**Demonstrate your ability to communicate effectively with your team by providing samples of your communication.**

After the Product Owner shifted the project, I sent emails to other team members to both get clarification on changes and ask for any input they had. In my email to the Product Owner I asked, “We were able to apply the changes you asked for, but also had some questions about the new direction of the website. We understand that the new website will be centered around detox and wellness. What requirements from our original meeting would you like to change or remove?”

This communication helps reinforce understanding that the product has changed and asks for clarification so that the Product Owner feels included and listened to and is unafraid to come to the team with any more changes early, so the time lost is minimal.

I used the same approach when emailing the testers after the change, “Can you send me an update on the new test cases for these changes? Do you have any questions for me or the product owner about these changes? Please reply by Monday, we appreciate your hard work!”

This friendly communication both asks for clarifying information about the changes, and encourages the tester to ask any needed questions, which enforces that it is ok to communicate freely. This keeps communication flowing and improves the speed of work within the team. Also, the friendly reminder for a reply lets them know that this is an email they need to reply to, and gives them a date to reply by, removing any ambiguity in the email and letting them know that I would like a reply and the email is not just a statement. This again reinforces the idea of open communication.

**Evaluate the organizational tools and Scrum-agile principles that helped your team be successful.**

One of the tools I found most helpful was the SCRUM Boards used during the daily SCRUM meetings. These post-it note boards give a clear explanation of how the team is progressing, and what everyone is working on. Every day, during the SCRUM meeting the team updates this board, and not only does this let the team know how the project is progressing, but it helps team members realize how their work is progressing. There are also several tools the take the SCRUM Boards into a centralized program, allowing bigger teams to have the same benefits of a SCRUM Board when a physical board is not feasible. Programs like Microsoft Azure Boards allow marking items as ‘Blocked’ when they need other parts of the project to be completed first and provide a quick way for all team members to view progress without going to a physical board within the office.

**Assess the effectiveness of the Scrum-agile approach for the SNHU Travel project.**

I am confident that an Agile approach like SCRUM is the best way to go about developing a project, and this was the case in the SNHU Travel project. One of the pros of this approach were that when the project had a major change in scope from a general travel website to a travel website based solely on Detox and Wellness vacations, we lost minimal time writing code that could not be used. The work up until that point was also much more streamlined, and communication with the team was open. Another pro is the increase in communication between team members. This allowed team members to feel comfortable talking and asking questions, and getting help when they needed it with programming skills, they may not be confident with. Group coding sessions are a great way to expand knowledge within the group and keep the team from having specialists, which is an easy way to become backed up in development. While cons were minimal, I think one con with the SCRUM approach is that there is not a definite end date for the project, and without proper management, there can be scope creep in this approach. The more flexible development cycle usually results in a faster and better project, but it gives less finality for the Product Owner and makes providing a delivery date more difficult.

Through this project, my readings, and research, I can say that the SCRUM approach was the best one for the SNHU travel project. Through the major changes in the scope of the project the team lost minimal time. Customer focus groups helped nail down the requirements in the form of user stories, and daily scrum meetings helped keep the team up to date and communication high. I feel that a waterfall approach to this same project would have used more time to complete and produced worse results. The SCRUM approach does seem to do everything it advertises! It has proved to be an excellent way to manage the development of software.

**Citations:**

Microsoft. (2022, March 7). *What is Azure Boards?.*  https://docs.microsoft.com/en-us/azure/devops/boards/get-started/what-is-azure-boards?view=azure-devops